



RCE/2179
JFW

PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

Application: 09/944,836

Examiner: Tran, Mylinh.

Filed: 08/31/2001

Art Unit: 2179

Inventor: Burgin, et al.

Atty Ref.: 1160215-0531072

Title: **SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT**

REQUEST FOR CONTINUED EXAMINATION (RCE)

Mail Stop RCE
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. The following submission is being filed in support of the RCE:

a. Previously submitted

i. Consider the Amendment/Reply After Final under 37 CFR 1.116 previously filed on _____.

ii. Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____.

iii. Other: _____.

b. Enclosed

i. Amendment/Reply

ii. Affidavit(s)/Declaration(s)

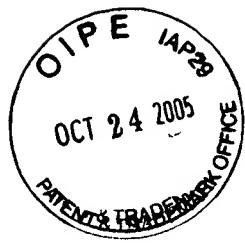
iii. Information Disclosure Statement (IDS)

iv. Other _____.

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Respectfully Submitted,

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